

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21851	Melbourne Institute of Nails and Beauty Pty Ltd

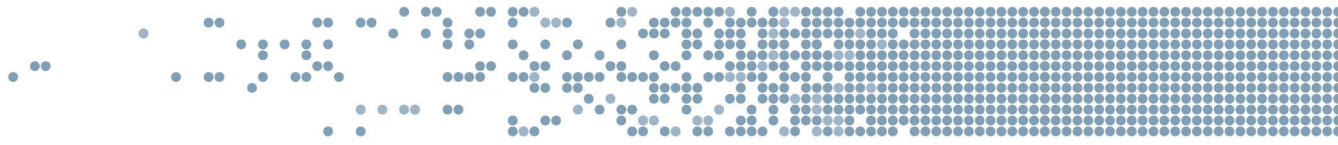
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	209	174	83%
Employer satisfaction	-	-	-

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Highest response rate was received from students in Nail Technology and Beauty Services/ Therapy courses.
The response rate was comparable to previous years



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

iThere were no unexpected findings from the survey

There was improved training satisfaction and training relevant to knowledge and skills. Learners strongly agreed that training prepared them well for work.

What does the survey feedback tell you about your organisation's performance?

NAHB has consistently improved as a Provider of Hair, Beauty, Make-Up and Nail Technology courses. This survey improved student satisfaction with training facilities, resources and Trainer support.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

How will/do you monitor the effectiveness of these actions?